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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am a small business owner that uses broadband internet both at home and at my office. It would be difficult for me to run my my business without having it in both locations. In addition to running aspects of my business from home, my daughter needs internet service to do her homework.

It is very important to me that there is competition in the marketplace for providing broadband so that I have access to this service at a reasonable price. In my experience, if the market is monopolized by just two or three providers the price goes up and the quality of customer service goes down precipitously. My mother lives in a rural part of California and when the one internet provider in her area was sold to another company, her telephone and internet bill doubled! She now pays over \$80 a month for internet service that is too slow to stream video! I'm grateful I live in an urban area where I have more choices.

I currently buy internet and phone service from a smaller provider because they offer the same quality of service at a better price than the big providers like Comcast and ATT and they do it with a higher level of customer service. When I have needed to call them, a polite human answers the phone right away, my question is answered and my issue resolved. No more waiting on hold for 30 minutes or more to be met with a customer service agent that has little authorization to handle my problem. My smaller provider also doesn't require me to bundle other services to my internet like some of the big providers do.

Please continue to regulate this industry to ensure consumer choice through healthy competition.

Dannielle Mutch